selectively identifying said responsive signals from said remote terminals as digital data signals or digital control signals, wherein certain of said responsive signals can serve as digital data signals, digital control signals, or both, said responsive signals including signals indicative of a customer card number for an individual caller that may be utilized to access a file storing customer card number data for individual callers;

testing at least a portion of said customer card number for approval;

recording said caller number identification signals automatically provided by said communication facility as additional data for said individual caller;

transferring a call from said individual caller to an attended terminal and displaying at least certain of the responsive signals including at least a portion of the customer card number wherein the operator at said attended terminal is capable of entering data to facilitate completion of the call from said individual caller; and

automatically providing a connection with another one of said remote terminals in accordance with stored telephone numbers.

50.   (Amended) A method for controlling voice-data communications via an automated control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps ;

interfacing a call from said individual caller to the automated system;

receiving data entered by said individual caller including two forms of distinct identification data including caller customer number plus one other form of identification;

testing at least certain of said data entered by said individual caller against a file including negative data;

prompting said individual caller via a voice generator to enter additional data;

transferring the call from said individual caller to an attended terminal; and

displaying at the attended terminal, at least a portion of the data entered by said individual caller including at least a portion of the caller customer number.